



UNPAID INTERNSHIP DESCRIPTION

INTERNSHIP HOST INFORMATION

State Department / Agency: Department of Human Services

State Division / Office: Assistance Programs

Location of Internship: Kent County - Grand Rapids Office

INTERNSHIP SCHEDULE

Internship Time Period: Winter/Spring (Jan - Apr) - 2013

Internship Hours Requested Per Week: 20

PREFERRED EDUCATION

Major / Minor: All majors accepted - Social Work, HR, Management and Spanish Bilingual applicants preferred

Level of Education: Open to Undergraduates and Graduates

Preferred Skills / Qualifications:

- Flexible Schedule
- Ability to communicate and work with the public
- Ability to manage others
- Human Resource skills
- Technical capability to work with new online application system, MIBridges on a Kiosk machine
- Attendance and punctuality is crucial
- Not required but preference will be provided to those who are bilingual in Spanish
- Confidentiality, excellent customer service and professional conduct

Through this internship, student intern will develop or further strengthen the following competencies:

<input type="checkbox"/> Adaptability	<input type="checkbox"/> Continuous Learning	<input type="checkbox"/> Initiating Action
<input checked="" type="checkbox"/> Building Strategic Working Relationships	<input checked="" type="checkbox"/> Contributing to Team Success	<input checked="" type="checkbox"/> Innovation
<input checked="" type="checkbox"/> Building Trust	<input type="checkbox"/> Customer Focus	<input checked="" type="checkbox"/> Planning & Organization
<input checked="" type="checkbox"/> Coaching	<input checked="" type="checkbox"/> Decision Making	<input checked="" type="checkbox"/> Tech/Prof Knowledge & Skills
<input checked="" type="checkbox"/> Communication	<input type="checkbox"/> Follow-Up	<input checked="" type="checkbox"/> Work Standards

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Internship Title: DHS - INTERNSHIP PROGRAM COORDINATOR - Grand Rapids (Kent County)

Intern Responsibilities / Projects:

- Department of Human Services in Grand Rapids has implemented an innovative kiosk application system called MIBridges. We have several interns managing the lobby area and assisting incoming clients with online applications. We are seeking an INTERNSHIP PROGRAM COORDINATOR to assist in managing the internship program and interns.
- Assist department supervisor in organizing intern schedules
- Organize internship orientation and interviews
- Clearly convey and receive information and ideas that assist in building an initiative internship program
- Effectively assist department supervisor with internship evaluations
- Interpret and apply instructions and guidelines per department supervisor

With questions or for more information about the State of Michigan Internship Program, please contact:
Civil Service Commission, Career Services, 800-788-1766, MCSC-CareerServices@michigan.gov



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- Familiarize yourself with agency programs and policies
- Provide quality customer service to interns and resistant clients
- Positively interact with a diverse population
- Work with Civil Service Commission on processing internship applications
- Assist with internship exit interviews
- Help develop interns weekly work plans
- Interact professionally with all Department of Human Services staff and clientele
- Ability to accurately and efficiently record daily hours and duties using Microsoft Word and Excel
- Arrive and leave timely for scheduled shift
- GOAL: Work with department supervisor in establishing, maintaining and managing an innovative internship program for DHS in Kent County.

APPLICATION PROCESS

Submit: 1) internship application, 2) résumé, 3) cover letter, and 4) academic history to:
MCSC-CareerServices@michigan.gov or 517-373-7690 (fax).